

**Minutes of DDS Board Meeting
August 9, 2006
Conyers Headquarters**

Present

Trummie Patrick, Chairman
Billy Fortson, Secretary
Doug Chalmers
Linda Evans
Ben Porter
Patrick McGahan
David Hanna
Susan Gordy

Not in Attendance

Kelly Gay

Also present was Joseph Drolet of the Attorney General's Office.

Chairman, Trummie Patrick called the meeting to order at 9:10 a.m. at which time a quorum was established.

Approval of Minutes from June 7 Board Meeting & Executive Session

After review of the minutes from the June 7, 2006 Board meeting and Executive Session, Chairman Patrick called for a motion. Billy Fortson motioned to approve the minutes as presented; Ben Porter seconded the motion with unanimous approval by the remaining Board members. A copy of the minutes of the June meeting is attached as a permanent record to these minutes.

Commissioner's Report

Commissioner Dozier stated there were several items he wanted to bring to the Board's attention prior to going into the agenda items:

In referencing the e-mail Kelly Gay had sent to all of Board members relinquishing her chairmanship to Trummie Patrick; Mr. Dozier stated although she wasn't present at the meeting, he wanted to share with the remaining board members his appreciation for her leadership and support of the agency throughout her three consecutive terms as the DMVS/DDS Board Chairperson.

Commissioner Dozier informed the Board that Olivia Maupin, Director of HR, has taken a job with GBI beginning September 1. He indicated the hiring process had begun and once her

replacement is selected, that person will be introduced to the Board. He stated that Olivia has been a very integral part of the agency and will be greatly missed.

He referenced the letter sent by the Department of Audits to all Board members notifying them of the Motorcycle Safety Program performance audit. A meeting will be scheduled with Audits to determine their goal for the audit. The program was 100% funded by fees collected; and in this year's Legislative session, \$100,000 of state funds was allocated. Presumably at least part of the audit will review of the financial side to see what expenses the fees are covering versus those covered by the state funding. He will continue to keep the Board informed.

Agency Quarterly Performance Review – Mr. Dozier reviewed the agency quarterly performance trend charts and other related documents which all showed dramatic improvement in the licensing process since June 2005. He feels this accomplishment can be attributed to hard work, performance measuring and holding the centers accountable.

Fiscal Operations – Commissioner Dozier reviewed the Program Budget Comparison FY 2006-2007. This trend chart shows funds are being spent where they should and shows over ¾ of DDS resources are going directly to field operations. Reviewing the Net Revenue Collection Comparison FY 2005-2006, Mr. Dozier stated revenue in 2006 increased 37% over 2005. The Program Position Vacancies graph shows 46 total vacancies within the agency; thirty-three positions are in the License Issuance Division, 2 in Regulatory Compliance and 11 in Customer Service Support.

DDS Work Away Program – June 2006 – Commissioner Dozier reminded the Board for many years the State has recommended employees participate in the Work Away Program; however, due to rise in gasoline prices after Hurricane Katrina, it has now become a major initiative. As a result, out of 741 agency positions, 194 are eligible to participate by telecommuting or working an alternate or compressed work week schedule. As of June, 56% of all eligible positions are participating and total agency participation is 16.59%. Although this percentage may seem low, the majority of the agency's field staff works in the Customer Service Centers which currently has no flexibility to allow a 4 day work week; however, that may become possible in the future.

DDS "Report my Driving Program" – This is currently a volunteer program, but will soon be mandatory for all state agencies. Bumper Stickers that read "Report My Driving" and give a phone number to call will be placed on all state pool vehicles. The call is received at the Department of Administrative Services where currently the complaint is manually logged in and an e-mail is sent to notify the respective agency. A more sophisticated database is being developed to allow calls for each agency to be tracked. The complaint will be posted along with a section for response as well as agency findings/actions and will be an open public record. DDS recently had its first incident when a vehicle assigned to the Athens CSC was reported speeding. Since the database has yet to be developed, with this complaint, the agency must submit in writing the findings and actions taken by August 22nd.

Drivers License Issuance for Persons with Disabilities – Alan Watson, Director of Licensing & Records reviewed this section. Mr. Watson stated DDS is statutorily required to ensure licenses are not issued to someone who is felt to be an unsafe driver. The basic staff training course teaches staff to observe and make note on the application of a customer's motions to see if the person has a sever limp, doesn't have good use of both hands, has prosthetics, or is in a wheel chair. During the application process the customer is asked if they are a habitual alcoholic or

drug user, if they have had any seizures, heart condition, or muscular skeletal problems that would prevent them from being able to safely operate a vehicle. If the customer admits to a disability, or if the Examiner feels the customer is not fit to drive, a medical evaluation form is given to them to have completed by their licensed physician; who in turn would mail it back to the DDS Medical Unit. Based on that evaluation, if the doctor indicates their patient is fit to drive, they are allowed to test. If any of the tests are failed, that person would not be issued a license. If the person fails the basic vehicle controls prior to going out on the road, they will not be allowed to complete the test. Upon passing the test, the Examiner decides if there are any restrictions to be placed on the license, such as corrective lenses or prosthetic or mechanical aids, and the license is issued. In some cases, a police officer, judge or family member may request a person undergo a medical evaluation and be retested, and the same process is completed. Mr. Watson summed up by saying this process is very rigorous and is taken very seriously by Examiners.

Mr. Chalmers asked for clarification on the standards of the statute on whether it addresses if a person is able to exit a vehicle in event of an accident. Mr. Watson replied there is nothing in the statute that addresses that particular issue.

Customer Service Plan – Commissioner Dozier briefly reviewed the new Customer Service Plan to be used as a pilot for all state agencies. He discussed the DDS initiatives currently being implemented: partnership with Georgia Tech; management visitation; employee/customer surveys; Pre-Employment Screening Test; employee recognition programs; continuation; and leadership training. The Contact Center Customer Service will be enhanced and expanded by implementing ACD – Automated Call Distribution System; PRI – Primary Rate Interchange which will add an additional 23 lines; CzRM – Citizen Relationship Management System – Customer Tracking; IRV – Interactive Voice Response System; expanded Contact Center hours; and Customer Service and Skill Based Training. In conclusion, Mr. Dozier stated these measures will be implemented within the current fiscal year and feels it will greatly improve agency customer service.

Rule Change for Initial and Final Adoption

Jennifer Ammons, DDS General Counsel, reviewed the proposed changes to 375-3-3-.04 – Departmental Hearings for initial adoption. The purpose of the proposed amendment is to modify existing regulation to clarify procedure for cases involving license suspensions imposed pursuant to O.C.G.A. §40-5-22 by allowing school representatives to act as the complainant in hearings resulted from such suspensions.

As there were no further questions, Chairman Patrick called for a motion. Patrick McGahan motioned to approve for initial adoption; Linda Evans seconded the motion with unanimous approval by the remaining Board members.

Ms. Ammons reviewed the proposed changes for final adoption for:

375-3-1-.02 – Documentation Required for Initial Issuance – The purpose of the proposed amendment is to modify existing regulation to reflect enactment of HB 577 which prohibits DDS from collecting or maintaining fingerprint records on licenses or ID cards upon initial issuance. A public hearing was held; there were no public comments.

375-3-8-.03 – Access to Driving Record Information - The purpose of the proposed amendment is to modify existing regulation to reflect changes in the governing statute made by HB 501, which created the Department of Driver Services and transferred responsibility for administration of the law relating to driver's license and driving record information. In addition, pursuant to HB 513, the reference to the requirement for notarization of a licensee's signature on consent for release of driving record information was deleted. A public hearing was held; there were no public comments.

Chapter 375-5-2 – Driver Training School – The purpose of the proposed amendment is to modify existing regulation to conform to the changes that will occur once Joshua's Law goes into affect January 1, 2007. Ms. Ammons stated that a public hearing was held; the only comments made by the schools that attended, didn't having anything to do with the changes that were proposed. The one comment noted from a few attending schools was in reference to the six month limitation on how long the child has to complete the 30 hour classroom and 6 hours behind the wheel training. That requirement is already in the rule and is not being changed.

Upon completion of the review, Ms. Ammons asked for the Board's favorable consideration for final adoption of these rules. Chairman Patrick called for a motion. Doug Chalmers motioned to adopt the rules as presented; Billy Fortson seconded with unanimous approval by the remaining Board members.

Petitions for Waiver of Agency Rules

Gray DUI/Defensive Driving School – Ms. Ammons stated this school submitted a petition for waiver from the Administrative Rule to go from being a full time provider to a satellite provider. A satellite facility doesn't have regulatory obligation to maintain a full time staff presence. This facility is located in a county where there is already a full time provider; and the rule DDS inherited from the Department of Human Resources states that once a full time provider comes into a county, satellite providers have one year to become full time. If the petition is denied, the school must remain a full time facility. If approved, the requirement for a full time staff person at that location would be waived and calls would be forwarded and answered by the full time school in Bibb Co. Ms. Ammons stated these rules are slated to be reassessed and amended, so this issue will be addressed by regulatory changes within a few months. Once the initial rule changes are presented and approved, the final approval should be before the end of the calendar year. Mr. Porter agreed that the regulations need to be changed; however, in this particular case he feels the waiver should be granted, and motioned to approve. David Hanna seconded with unanimous approval by the remaining Board members.

Reuben Howard Poole – Ms. Ammons stated this petition is for an exemption from the requirement for an Intra-state Commercial Driver's License for a driver who has vision in only one eye. Mr. Poole has worked for Heard County for 23 years driving various trucks and heavy equipment and for the last five years, has been sole operator of the county garbage truck. The waiver is needed for him to retain employment with Heard County. Documentation was received from his physician who indicated his vision was adequate to drive, and Heard County officials have indicated that he is a very safe driver. David Hanna motioned to approve the petition; Patrick McGahan seconded with unanimous approval by the remaining Board members.

Old/New Business

Chairman Patrick asked if there was any old or new business to discuss. Since there was not, Mr. Patrick stated as the new Board Chairman, he looked forward to working with the entire Board and would greatly appreciate their support and attendance. He indicated that he would be contacting the Board members individually to discuss the issue of Vice Chairman and that topic would be discussed at the next Board meeting on September 13, 2006.

Adjournment

Chairman Patrick called for a motion to adjourn. Billy Fortson so motioned; Patrick McGahan seconded with unanimous approval by the remaining Board members.

Respectfully submitted,

William D. Fortson, Jr., Secretary